Operating Instructions (UK)

Professional Answering Machine with telephone number display **tiptel 308 clip**

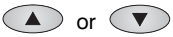
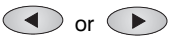
tiptel

Safety information

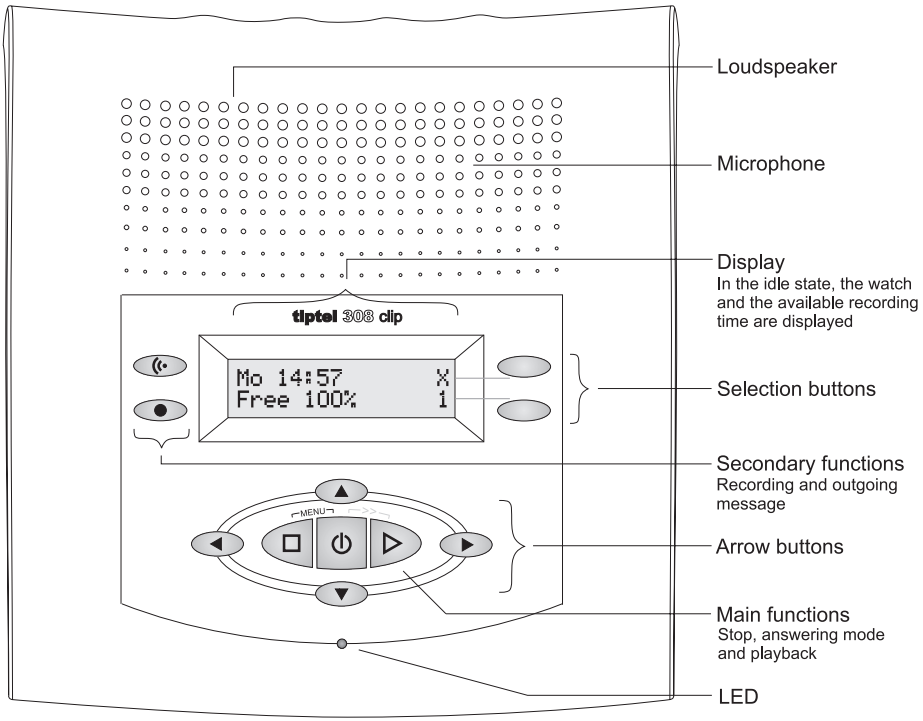
When installing, connecting and operating the tiptel 308 clip, please make sure that the following is taken into consideration:

- Connect the connecting cables only to the provided receptacles.
- Please take care that the cables do not lead to any danger of stumbling and avoid folding, pushing and pressing of the cables.
- Avoid to install the device near electrical interference sources.
- Only connect accessory that is approved for this device.
- Never open the device. Do not touch the plug contacts with sharp or metal objects.
- Only use a soft, slightly moist cloth to clean your tiptel 308 clip. Do not use chemicals or abrasive cleaning products.
- Avoid operating your tiptel 308 clip in damp or dusty rooms and keep the device away from liquids and steam or smoke.
- Do not install the device where it is exposed to direct sunlight.
- Do not operate the device in areas with danger of explosions.
- Only use the original tiptel AC adapter and the original tiptel telephone connecting cable.

Button assignment

	Playback: Starts the playback of new and not yet played back incoming messages. Allows the repetition of the last 3 seconds when being pressed during playback.
2 sec.	**Playback** button pressed 2 seconds: Starts the playback of all incoming messages. The playback starts with the oldest and ends with the latest message.
	Stop: Stops a function that is currently being executed and serves to exit an open menu.
	Answering mode: Activates or deactivates the answering mode.
	Outgoing message (OGM): When pressed briefly, starts the playback of the current outgoing message. When you press the button and keep it pressed, you can start the recording of the currently set outgoing message.
	Recording: Starts the recording of a personal information (dictate).
	**Arrow buttons** (up/down): Are used to navigate and make settings in the set-up menu.
	**Arrow buttons** (left/right): Are used to change the volume and to move the cursor to the left or right side.
	Selection button: This button serves to select entry fields and functions which are shown in the display next to the corresponding button.
	Stop and **Answering mode** pressed at the same time: Opens the set-up menu.

Operating elements



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Initial operation

Scope of supply

In the packaging carton of your tiptel 308 clip you will find:

- tiptel 308 clip
- telephone connecting cable
- AC adapter 11.5 V / 350 mA
- operating instructions with removable short operating instructions and operation instruction card for the remote control

Installation

Your tiptel 308 clip was designed for normal use conditions. Solvents in some furniture lacquers or furniture cleaning products may attack the rubber at the feet of the device and thus cause patches.

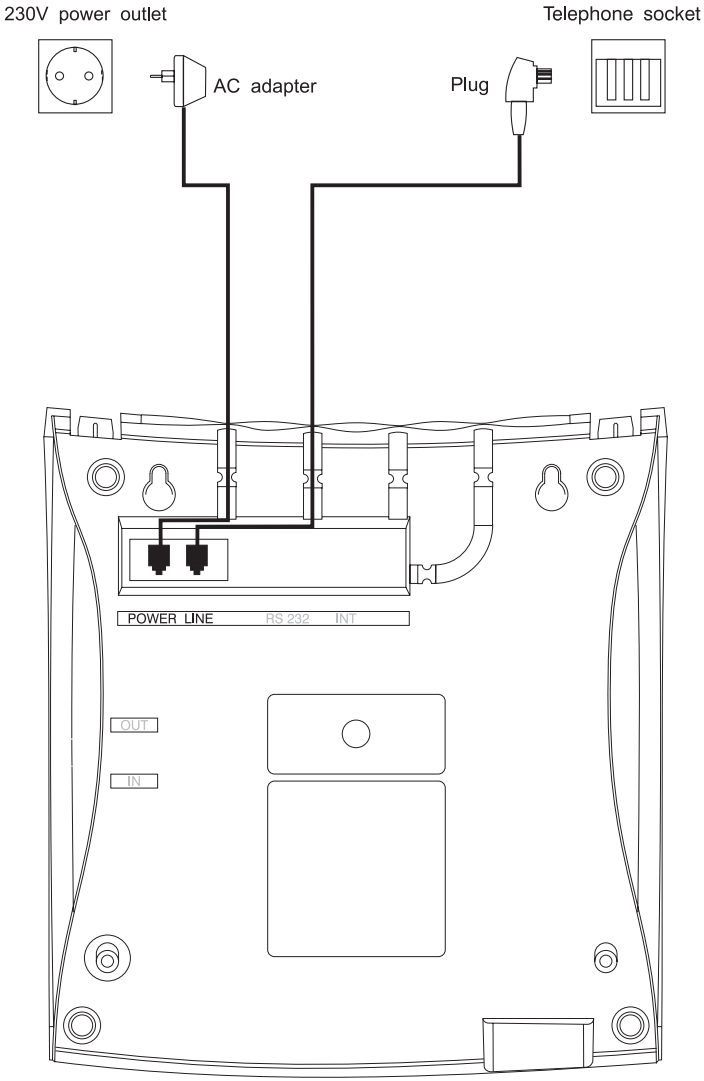
In such cases, especially with new or recently treated furniture, please use a non-slip pad under the device.

Connection

Before you can take your tiptel 308 clip into operation, you need to connect all necessary cables.

1 Plug the small plug of the AC adapter in the “POWER” jack and plug the AC adapter in a 230 V power outlet.

2 Plug one end of the telephone connecting cable in the “LINE” jack. Plug the other end in the telephone socket.


230V power outlet
AC adapter
Plug
Telephone socket
POWER LINE
RS 232
INT
OUT
IN

Settings

Programmable parameters

Language ..... German, English, French, Italian or Dutch.

Time ..... Here, you can set the time.

Date ..... Here, you can set the date (day, month, year).

Voice-day-and-time-stamp ... On or Off. If you select “on”, the day and time belonging to the ICM are indicated at the end of the message.

Network time ..... On or Off. If your telephone network or your PABX transmits the time, it can be adopted by the internal clock (the year is not transmitted and has to be set manually).

Length of incoming messages ..... 1 to 5 minutes or endless. Here, you can limit the time a caller has at his disposal to speak a message.

Recording quality ..... Level 1 or 2, whereas level 2 has the highest recording quality. An increasing recording quality means a decrease of available recording time. Level 1 corresponds to about 30 minutes and level 2 about 15 minutes recording time.

Ringing tones ..... 2 to 9 ringing tones. This is to set the number of ringing tones until the answering machine picks up.

Remote control code ..... The remote control code consists of 1 to 4 digits ranging from 0 to 9999. The code “–” is used to deactivate the remote control.

Remote pre-interrogation ..... Yes or no. If you selected “yes”, and new incoming messages exist, your tiptel 308 clip will pick up after 2 ringing tones (regardless of your settings for the number of ringing tones). If no new incoming messages exist, the device picks up after the number of ringing tones according to your settings. Thus, you can identify whether new messages have been recorded or not and whether a remote interrogation needs to be performed or not.

Message code ..... The message code is a 1 to 4 digit number ranging from 0 to 9999. The code "–" is used to turn the message function off.

Display contrast ..... 15 levels are available to set the display contrast.

Factory pre-set ..... Provided that you confirm the corresponding question with "yes", the device will resume the factory preset parameters and all incoming messages and settings will be deleted.

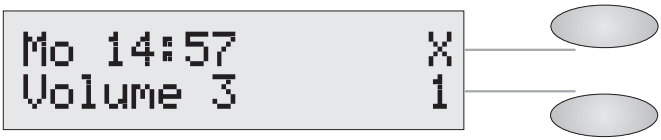
Set-up menu

	Press Stop and Answering mode at the same time.	The display shows the set-up menu.
	Use the arrow buttons (up/down) to view the available setting parameters.	The display shows all available setting parameters.
	Press the selection button next to the setting to be changed until the desired setting option is being displayed.	The display shows the current setting.
or		
	When entering numbers, press the selection button next to the corresponding line.	The cursor blinks. As for several setting options, the current setting will be deleted.
	Use the arrow buttons (up/down) to change the setting.	The display counts up and down.
	As for settings with more than one digit or character, you can move the cursor by pressing the arrow buttons (left/right).	The selected cursor position blinks.

	To complete the entry of numbers, press the selection button next to the corresponding line again.	The cursor stops blinking.
	To complete the entry, press the stop button several times.	The display resumes the initial state.

Volume adjustment

The volume can be adjusted when the device is in the idle state or during playback.



	Press the arrow buttons (left/right) to adjust the volume.	The current volume is displayed with the digits 0 – 8.

Outgoing messages (OGMs)

General information

Your tiptel 308 clip provides of 2 individual outgoing messages (OGM 1-2) and one pre-recorded outgoing message (OGM 3). You can exchange the outgoing messages by pressing the lower selection button. OGM 3 cannot be individually changed. The duration of an OGM can be between 3 seconds and 3 minutes. Generally, two different kinds of outgoing messages are distinguished, i. e. OGMs with incoming recording and OGMs without incoming recording. In the case of an OGM with incoming recording, the caller has the option to leave a message after the outgoing message. An OGM without incoming recording (announcement only) is just used for information purposes – without giving the caller the option to leave a message.

Examples of outgoing messages

OGM with incoming recording

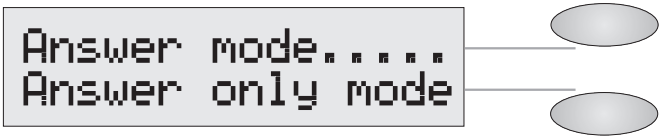
Hello, this is the answering machine of ..... (name) in .....(town). I am currently out for seeing customers and will be available in the office at approx. .....o'clock. You can call me between ..... o'clock and ..... o'clock under the telephone number ..... If you prefer, you can leave your name and number. I will ring you as soon as I am back. Please speak after the beep.

OGM without incoming recording (announcement only)

Hello, this is .....(name), Sales Representative of ..... (name of the company). My office is temporarily closed due to illness (holidays etc.). Please call my deputy, Mr. ..... in ..... . His telephone number is ..... He will assist you. Many thanks for your call.

Recording outgoing messages

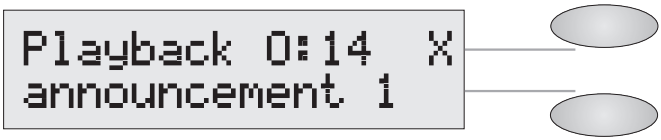
1	Select the desired OGM by pressing the lower selection button.	The selected OGM is shown at the bottom right side of the display.
⇩	Press the OGM button and keep it pressed.	Wait, you will hear a brief tone, the display shows “Recording”.
	Start speaking your outgoing message (keep a distance of about 15 cm from the microphone).	The display shows the current duration of your recording in minutes and seconds.
⇧	Release the OGM button to interrupt the recording.	The display shows “Answer mode” and “Answer only mode”.



⇩	To continue recording your outgoing message, press the OGM button again and keep it pressed.	The recording is being continued.
□	Press the stop button to stop the recording without saving.	The OGM recording is stopped.
	Use the selection button next to the corresponding line to determine whether the OGM shall be with or without an option for an incoming message recording.	The recording is complete and will be played back for test purposes. An OGM with incoming recording option is indicated by just 1 signal tone at the end. An OGM without incoming recording is indicated by 2 signal tones.

☞ If you record OGM 2 as outgoing message without incoming recording (announcement only), your tiptel 308 clip will automatically switch to this OGM as soon as the recording capacity will be exhausted.

Testing the outgoing messages



1	Select the desired OGM by pressing the lower selection button.	The selected OGM is shown at the bottom right side of the display.
	Press the OGM button **briefly**.	The OGM is being played back. The display shows “Playback”, the current duration and the OGM number.
◄ ►	You can adjust the volume by pressing the arrow buttons (left/right).	

Erasing outgoing messages

X	Press the selection button next to the “delete” symbol during playback.	The currently played back outgoing message is erased.

Answering mode

☞ Take care that enough recording capacity for incoming messages is available. If required, you should erase individual or all recorded messages.

1	Select the desired OGM by pressing the lower selection button.	The selected OGM is shown at the bottom right side of the display.
⏻	Press the answering mode button.	The LED is lit. If you selected an OGM “without incoming recording”, two lines are shown instead of the number of messages. The number of calls shown in the display blinks when the tiptel 308 clip picks up an incoming call. If the caller's telephone number is being transfered during a call, the display will show this telephone number instead.
◀ ▶	Use the arrow buttons (left/right) to adjust the volume.	Call screening is possible for incoming messages. If you decide to answer the call personally, you can do so at any time, by just picking up the handset. If new incoming messages exist, the LED will blink.
⏻	Press the answering mode button again to deactivate the answering mode.	Further incoming calls will not be answered. The display resumes the initial state. The LED blinks as long as the recorded messages have not been played back.

☞ If the recording capacity is exhausted, your tiptel 308 clip automatically switches to OGM 2, provided that OGM 2 is an OGM without incoming recording (announcement only). Otherwise, the device will switch the answering mode off and no further incoming calls will be answered.

Play back and erasing incoming messages (ICMs)

Playback of new incoming messages

▷	Press the playback button.	The playback of new and not yet played back incoming messages starts. The display shows the number of the currently played back ICM as well as the caller's telephone number. At the end of an ICM you hear date and time of the call.
◀ ▶	Use the arrow buttons (left/right) to adjust the volume.	

Playback of all incoming messages

▷ 2 sec.	Press the playback button and keep it pressed for 2 seconds.	The playback starts with the first incoming message.

Repetition

▷	Press the playback button during playback.	The last 3 seconds will be repeated.

Interrupting the playback

Press the stop button.

The playback is stopped.

Press the playback button.

The playback is continued.

Search (Skip)

Press the arrow buttons (up/down).

The incoming message that is currently being played back is skipped or repeated.

Erasing individual incoming messages

Press the selection button next to the “delete” symbol during playback.

The current incoming message is erased. All remaining ICMs will automatically get a new number and move up in the list.

Erasing all incoming messages

Press the stop button.

The display shows either the initial state or the answering mode state.

2 sec

Press the selection button next to the delete symbol and keep it pressed for 2 seconds.

All incoming messages are erased.

Personal information (dictate)

Personal information can be dictated directly via the integrated microphone. The duration of a record must be 3 seconds at a minimum.

	Press the recording button.	Wait, you hear a brief tone and the display shows “Recording”.
	Start speaking your dictate or personal information (keep a distance of about 15 cm to the microphone).	The display shows the duration of your recording in minutes and seconds.
	Press the stop button to end the recording.	The recording is stopped. The LED blinks to indicate a new message. If the answering mode was active before recording the dictate, the counter is increased by one.

☞ You also have the option to record a personal information while the device is in the answering mode. Other people then have the possibility to retrieve this information using the remote control code.

Call list

General information

The last 30 incoming calls together with information on date and time of the calls are stored in the call list. If the caller's telephone number has been transferred during a call, this is also displayed. Individual entries from the list or even the entire list can be erased.

Browse through the call list

▲ ▼	Press the arrow button (up) or (down).	The display shows the latest entry from the call list.
▲ ▼	Use the arrow buttons (up/down) in order to browse through the entire list.	

X	To erase an entry, press the selection button next to the delete symbol.	The entry is erased.
X 2 sec.	To erase the entire call list, press the selection button next to the delete symbol and keep it pressed for 2 seconds.	The entire call list is erased.
□	To exit the list, press the stop button.	The display resumes the initial state.

☞ If the caller's name is displayed, it is possible to switch to the relevant phone number (and to return to the name) by pressing the selection button next to the name.

Message function

The message function allows a caller to whom the message code is known – to leave a message on your answering machine even if your tiptel 308 clip only plays back an OGM without incoming recording. As for an OGM with incoming recording, the message function allows to skip the OGM.

You can set your personal message code as described under “Settings”.

	Call your tiptel 308 clip.	You hear the outgoing message.
	Enter the message code via the telephone keypad. If you entered a wrong number by mistake, you can erase your entry by pressing the star button and start again.	After each number, a voice acknowledgement is given.
#	Press the rhombus button to confirm your entry.	The device asks you to speak your message. If a wrong code has been entered, your tiptel 308 clip will disconnect the line immediately.
	Speak your message and replace the handset afterwards.	

☞ The telephone to be used for the execution of the message function must be set to the tone dialling method (MFV).

Remote control

You have the option to remote control your tiptel 308 clip via the numeric keypad of any tone dialling telephone – world-wide. In order to perform a remote control, you need your personal remote control code. You can set your personal remote control code individually as described on page 10 “Settings”.

Remote operation

	Call your tiptel 308 clip.	You hear the current outgoing message.
	Enter the remote control code via the telephone keypad. If you entered a wrong number by mistake, you can erase your entry by pressing the star button and start again.	After each number, a voice acknowledgement is given.
#	After having entered the complete code, press the rhombus button.	If the code was identified to be correct, your tiptel 308 clip answers with a voice message. If a wrong code has been entered, the device will disconnect the line.
	Start the desired function by entering the corresponding function code number.	If new incoming messages exist, the playback will start automatically.
8	To end a function, press “8”.	The current function is being interrupted.
* #	Press the star and the rhombus button consecutively to end the remote control.	

☞ To make sure that you are still on the line, your tiptel 308 clip emits a voice confirmation request “please confirm” if no button has been pressed during the remote operation for about 180 seconds. You have to confirm this request by pressing any button within 8 seconds. Otherwise, the device will disconnect the line.

Remote control functions

Playback

3	**Playback of all incoming messages** Press “3”.	The playback starts with the first incoming message.
2	**Playback of new incoming messages** Press “2”.	The playback of the new, not yet played back incoming messages begins.
5 ▷	**Repetition** Press “5” during playback.	The last 3 seconds are repeated.
8	**Interrupting the playback** Press “8”.	The playback is interrupted.
5	**Continuing the playback** Press “5”.	The playback is resumed at the position where it was interrupted earlier (e. g. after a confirmation request).
4 6 ▷	**Search (skip)** During the playback, press “4” to search backwards or press “6” to search forwards.	The currently played back message is repeated or skipped.
7 ▷	**Erasing the current incoming message** Press “7” during playback.	The current incoming message is erased.
* 7	**Erasing all incoming messages** Press “star” and “7” consecutively.	All incoming messages are erased.

Room monitoring / Room speaking

1	**Room monitoring/room speaking** Press “1”.	The microphone turns on and you can listen to what is happening in the surroundings of your tiptel 308 clip.
1	Press “1” again.	The devices switches to the room speaking function. Persons present in the room can hear you through the loudspeaker.

Switching between OGMs

7 1 ... 4	**Switching between OGMs** Press “7” and the number of the desired OGM (1 … 3) consecutively.	The selected OGM is played back for verification purposes. When the device answers the next incoming call, the new OGM will be played back.

Changing the OGM

9 1 ... 3	**Changing the OGM** Press “9” and the number of the OGM to be changed (1 … 2) consecutively.	Your tiptel 308 clip asks you to record your new outgoing message.
	Speak your OGM.	
8	For an OGM <u>with</u> incoming recording: Press “8” after having spoken your OGM.	The OGM is played back for verification purposes. At the end of the recording, you will hear <u>one</u> signal tone.
or		
#	For an OGM <u>without</u> incoming recording (announcement only): Press # after having spoken your OGM.	The OGM is played back for verification purposes. At the end of the recording, you will hear <u>two</u> signal tones.

Deactivation of the answering mode

* 0	**Remote deactivation of the answering mode** Press star and “0” consecutively.	Your tiptel 308 clip disconnects the line and will not answer further incoming calls.

Remote activation of the answering mode

Call your tiptel 308 clip.

After 50 seconds, the device picks up and a signal tone is heard.

Enter the remote control code via the telephone keypad and complete your entry by pressing the # button.

The OGM is played back for verification purposes. The device can now be operated remotely (e. g. for recording a new OGM). After completion of the remote operation, your tiptel 308 clip resumes the answering mode and continues to answer incoming calls.

Appendix

Service

You have purchased a modern product of Tiptel.com GmbH, which was designed and manufactured in Ratingen near Düsseldorf. Our high-tech manufacturing facilities “Made in Germany” grant a continuous level of the highest quality. This is even underlined by our certification according to DIN EN ISO 9001.

If, however, problems occur or you have questions on operating the device, please contact your local dealer.

Guarantee

Please contact your local dealer or importer for details of guarantee for non EC countries.

Within the European Community the following guarantee regulation applies:

Your contact for services arising from guarantee obligations is the authorised dealer where you bought the device.

Tiptel.com GmbH will grant a guarantee of 2 years from the date of handover for the material and for the manufacturing of the telecommunications terminal unit.

Initially, the purchaser shall have only the right of subsequent performance. Subsequent performance entails either repair or the supply of an alternative product. Exchanged devices or parts shall become the property of the authorised dealer.

If the subsequent performance fails, the purchaser can either demand a reduction in the purchase price or withdraw from the contract.

The purchaser shall notify the dealer immediately of any defects found. Proof of the guarantee entitlement shall be furnished by standard proof of purchase (receipt or invoice).

The guarantee entitlement shall expire if the purchaser or an unauthorised third party interferes with the device. Damage caused by inappropriate handling, operation, storage or by force majeure or other external influences shall not be covered by the guarantee.

The guarantee shall not cover any consumable material (e.g. batteries) or defects that only slightly impair the value or the usability of the device.

Claims for damage caused by transport shall be asserted to the delivery company.

Notes on settlement:
Repairs can only be conducted by the Tiptel Service. A warranty repair does not prolong the warranty period – neither for the replaced parts nor for the device. This guarantee is not transferable and shall expire if the device is sold on to another party. It shall also expire if the device is interfered with by third parties or if the serial number on the device has been removed or made illegible. There is a guarantee seal on the tiptel 308 clip. Please do not damage or remove this seal because otherwise, your guarantee will expire.

The General Terms and Conditions of Tiptel.com GmbH, which are part of the contract for a dealer, shall also apply. In the event of a complaint, the defective product shall be sent to the relevant Tiptel subsidiary, the importer or dealer along with a description of the defect and the proof of purchase.

CE sign

This device is approved for the connection and use within the analogue public telephone networks in all EC countries – according to the European Requirements. Due to technical deviations in individual countries, we cannot grant an unlimited guarantee for the successful operation at all types of telephone accesses.

Tiptel.com GmbH hereby declares that the device complies with all fundamental requirements of the European directive 1999/5/EC. This conformity is confirmed by the CE sign on the device.

Further details on the declaration of conformity can be found under the following internet address:

http://www.tiptel.com

Ecological information

During the normal use of the telephone you will not have any contact to substances damaging to your health. The device is not battery-operated. The plastics used for manufacturing this device exclusively consist of partially recycled granules. The packaging materials do not consist of plastics but of partially recycled cardboard and paper.

If you do not have further use of your tiptel 308 clip, Tiptel.com GmbH will take back the device without any charge. The device will be properly taken to pieces for recycling.

Malfunctions and Troubleshooting

In case of malfunctions, first try to find the possible cause and to solve the problem according to the following table.

Power failure

The device cannot be operated in the case of a power failure. The internal watch will stop. All other settings are retained so that the former state is resumed as soon as power is supplied again. You will then only have to set the watch again (see page 10).

Problem	Possible cause	Solution / recommendation
No display.	AC adapter not plugged in.	Check all cables and connections. Check the device at another power outlet.
Display is weak or too dark.	Display contrast setting changed.	Adjust the display contrast.
No tone.	Volume set to “0”.	Adjust the volume.
OGM symbol blinks.	No OGM recorded.	Record an OGM.
No answering of calls.	Connecting cable has no contact.	Check all cables and connections.
No answering of calls if operated with a telephone system.	No ringing signal set.	Check the telephone system’s programming parameters.
Humming sounds or other interferences during playback.	Interference source nearby the device, e. g. a cordless telephone, monitor or similar.	Install in a different place.
No incoming message recording.	You have selected an OGM without incoming recording (announcement only).	Select another OGM or record new OGM.
No answering of calls, no function of a post-connected telephone.	Wrong connecting cable, wrong wiring of the junction box.	Only use original cables, check junction boxes (possibly ask an expert for support).

Problem	Possible cause	Solution / recommendation
No telephone number is being displayed for an incoming call.	Your telecommunications provider or telephone system does not support this function or the function is not released. The caller has restricted the presentation of his telephone number or has a secret number. The call comes from a public telephone. The call comes via a telephone network that does not support the transfer of the caller's telephone number.	Ask your telecommunications provider or your telephone system manufacturer whether the function is possible or needs to be released.

Factory pre-set

In the following table, you can see the factory pre-set parameters or values for your tiptel 308 clip. You can change all these parameters individually. You can easily reset the device to the factory pre-set parameters via the “set-up menu”.

Language	(D)
Recording length	2 minutes
Recording quality (maximum)	2
Number of ringing tones until call pick-up	2
Remote control code	-
Remote pre-interrogation	no
Message code	-
Display contrast (medium)	8
Outgoing message	3 (pre-recorded)
Answering mode	off

Technical data

Dimensions (W x H x D)	
tiptel 308 clip	180 x 50 x 190 mm
AC adapter	53 x 68 x 44 mm
Weight	
tiptel 308 clip	400 g
AC adapter	270 g
Operating voltage	
AC adapter	230 V / 50 Hz
Power consumption in the idle state	< 2 W
Ambient temperature	0 – 40 °C
Outgoing messages (OGMs)	
Number of OGMs	3
Length of OGMs	3 sec. - 3 min.
Recordings	
Recording procedure	ADPCM 32 / 64 kBit/s
Scanning frequency	8 kHz / 16 kHz
Total recording capacity	approx. 30 min. / 15 min.
Number of all messages	max. 99
Clip	
Display of phone number	Dualmode DTMF / FSK
Data retention after power failure	> 10 years
Display	alphanumeric LCD 2 x 16 dots

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Brief operating instructions

Outgoing message recording

Press selection button to choose the OGM	Press OGM and keep it pressed	Start speaking your OGM	Release OGM	Press selection button to set the type of OGM

Testing your outgoing messages

			or	
Press selection button to choose the OGM	Press OGM briefly	Set the desired volume		Press the selection button to erase the OGM

Playback of incoming messages

	or	2 sec.	
Press playback briefly to start playback of new ICMs		Keep playback pressed for 2 sec. to start playback of all ICMs	Set the desired volume

Erasing incoming messages

	or	
Press the selection button during playback to erase the current ICM		Keep the selection button pressed for 2 seconds to erase all ICMs

Answering mode

Press to activate the answering mode	Press to deactivate the answering mode

Short operating instructions

Functions

- 1 Room monitoring / Room speaking
- 2 Playback of new incoming messages
- 3 Playback of all incoming messages
- 4 Search (skip) backwards
- 5 Repeat / Continue
- 6 Search (skip) forwards
- 7 Switching between outgoing messages
- 8 Stop / Interrupting the playback
- 9 Changing the outgoing message
- * 7 Delete
- * 0 Answering mode off

personal remote control code

Remote operation

Call the tiptel 308 clip and wait until you hear the OGM.

Enter the remote control code via the telephone keypad.

\# After having entered the complete code, press the rhombus button.

Start the desired function by entering the corresponding function code number.

8 Press 8 to end a function.

* # Press star and rhombus button consecutively to end the remote control.

Short operating instructions

Functions

1	Room monitoring / Room speaking
2	Playback of new incoming messages
3	Playback of all incoming messages
4	Search (skip) backwards
5	Repeat / Continue
6	Search (skip) forwards
7	Switching between outgoing messages
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